10

20

WHAT IS CLAIMED IS:

1. A customer satisfaction system, comprising:

a query module for automatically sending queries to customers as to problems with goods or services provided by a provider according to a predetermined schedule and for receiving responses from customers to the queries;

an analysis module for analyzing responses from customers and for sending responses indicating a problem to a problem solver for resolution; and

at least one problem solver for responding to customer problems, for generating solutions to customer problems and for transmitting solutions to customers;

wherein, upon transmission of a solution to a customer problem to a customer, the query module sends a query to the customer requesting verification that the problem has been solved.

- 15 2. The system of claim 1, further comprising a memory for storing a copy of each query sent, response received, problem identified and solution generated.
 - 3. The system of claim 2, further comprising a report generator module for generating a report of queries sent, responses received, problems identified and solutions generated.
 - 4. The system of claim 1, wherein the query module sends queries via e-mail and receives responses via e-mail.
- 5. The system of claim 1, wherein the analysis module includes a pattern recognition system for analyzing customer problems.
 - 6. The system of claim 3, wherein the report generator module includes a problem reporting module and a customer relationship management database.

30

5

15

20

25

30

7. The system of claim 5, further comprising an account activity module including records of customer account activity for storing a record of customer queries, customer responses, customer problems and solutions.

8. The system of claim 1, wherein the predetermined schedule comprises once a month.

9. The system of claim 1, wherein the predetermined schedule comprises once a week.

10. A method for ensuring customer satisfaction, comprising:

automatically sending, according to a predetermined schedule, a query to a customer as to problems with goods or services provided by a provider to the customer;

receiving a response from a customer to the query;

analyzing the response received from the customer to determine if the customer has a problem;

if the response indicates the customer has a problem, generating a solution to the problem;

transmitting the solution to the customer; and

sending a query to the customer requesting verification that the problem has been solved by the solution.

11. The method of claim 10, further comprising: directing the response to a problem solver for problem solving.

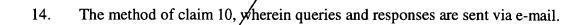
12. The method of claim 10, further comprising storing a copy of each query sent, response received, problem identified and solution generated.

13. The method of claim 12, further comprising generating a report of queries sent, responses received, problems identified and solutions generated.

5

10

15



- 15. The method of claim 10, further comprising analyzing the customer's problem.
- 16. The method of claim 5, further comprising maintaining records of customer account activity and storing a record of customer queries, customer responses, customer problems and solutions in the customer account activity module.
- 17. The method of claim 10, wherein the predetermined schedule comprises once a month.
- The method of claim 1, wherein the predetermined schedule comprises once a week.

13/2/